

Punctuality Declines for Several Bus Operators; Rail Lines Continue to Post Strong On-Time Results

- On-time performance declined for several of the region’s large operators. One likely explanation is that budget constraints forced cuts in staffing, supervisors and service levels.
- AC Transit’s on-time performance plummeted from 81 percent in 2002-03 to 56 percent in 2003-04, reversing a two-year trend of improving performance.
- In contrast, VTA (both rail and buses), BART and SamTrans posted small improvements in on-time performance.
- BART, Caltrain and VTA continued to operate rail services with on-time records better than 90 percent.

On-Time Performance of Seven Largest Bay Area Transit Operators, Fiscal Years 1999-2000 – 2003-04

	Percent of Trips on Time by Fiscal Year					2003-04 Goal
	1999-2000	2000-01	2001-02	2002-03	2003-04	
Buses						
Valley Transportation Authority (VTA) ¹	94%	93%	95%	95%	97%	95%
SamTrans ²	85%	85%	84%	84%	88%	85%
Golden Gate Transit ³	87%	85%	87%	85%	82%	90%
Muni (electric trolley bus) ⁴	NA	64%	74%	74%	72%	85%
Muni (motor bus) ⁴	NA	63%	68%	70%	69%	85%
AC Transit ⁵	73%	69%	74%	81%	56%	90%
Rail						
VTA ⁶	91%	93%	84%	90%	96%	95%
BART ⁷	92%	92%	93%	92%	93%	95%
Caltrain ⁸	66%	86%	96%	95%	92%	95%
Muni ⁴	NA	49%	66%	67%	66%	85%

Sources: AC Transit, Golden Gate Transit, Muni, SamTrans, VTA, Caltrain, BART

Notes:

¹ No more than 5 minutes late

² No more than 5 minutes late; prior to 2001-02, no more than 5 minutes late or 1 minute early

³ Less than 5 minutes late and 1 minute early (bus only); prior to 2001-02, no more than 5 minutes late.

⁴ No more than 4 minutes late or 1 minute early

⁵ Never early and no more than 5 minutes late

⁶ No more than 3 minutes late

⁷ Less than 5 minutes late at scheduled terminal stations

⁸ Train arrived at the end of the station within 5 minutes of scheduled time